



## Code of Conduct for working in Occupied Dwellings

The code of conduct is an important Company document and is referred to in the terms and conditions of employment of all staff working in occupied dwellings. Failure to observe Company standards will result in disciplinary action.

Operatives and management will:

- Always keep appointments with tenants at the time and location agreed
- Introduce yourself to the tenant and show proof of identity
- Treat tenants with courtesy and respect
- Recognise the vulnerability of the young and elderly and provide reassurances and protection as appropriate.
- Never work alone in an occupied dwelling with a minor when parents/guardians are not present.
- Ensure disabled tenants receive an equal standard of service and that all reasonable adjustments to service provision are made
- Make appointments to the convenience of the tenant and with consideration to others living near the tenant's dwelling
- Notify the tenant (in advance as far as far as practical) if work is delayed or cancelled and provide an explanation as to why
- Minimise disruption and mess to the tenant's home and keep all working areas

Take care of tenants' property and possessions and protect them from getting damaged during the course of our work. Treat the tenants' home as though it were your own.

- Keep the tenants home secure at all times
- Keep materials and equipment used on site safe to avoid danger to anyone
- Reconnect and test any services that have been disconnected (such as water, gas, electricity) at the end of each working day
- Only use tenants gas, electricity or water when acceptable as part of the contract. When this is permissible we will obtain the tenants permission, and recompense them fully, for any gas or electricity used (and water if metered supply)
- Ensure that all mess (inside or outside the property) generated by our activities is cleared away at the end of each working day
- Liaise with Tenant Associations and other customer representatives as necessary



Operatives and management will not:

- Use foul, abusive and offensive language
- Smoke in the tenant's home
- Play a radio, CD, cassette etc.
- Work under the influence of alcohol or drugs
- Use any of the tenant's facilities or tools such as dustpan, shovels, tea making facilities, telephones or toilet.
- Engage in any form of racial, sexual or any other form of harassment

The code of conduct is a living document and is reviewed annually.

**Dean Floyd**  
Director

Dated: 1<sup>st</sup> January 2019